

STATE OF CONNECTICUT
State Innovation Model
Consumer Advisory Board

Meeting Summary
Tuesday, June 9, 2015

Location: Legislative Office Building, Room 1C, Hartford

Members Present: Patricia Checko (Co-Chair); Arlene Murphy (Co-Chair); Jeffrey Beadle; Alice Ferguson; Kevin Galvin; Stephen Karp; Robert Krzys; Sharon Langer; Fernando Morales; Ann Smith

Members Absent: Michaela Fissel; Rev. Bonita Grubbs; Bryte Johnson; Theanvy Kuoch; Nanfi Lubogo; Richard Porth; Alicia Woodsby

Other Participants: Faina Dookh; Mark Schaefer

Call to order and introductions

The meeting was called to order at 1:04 p.m. Ann Smith was welcomed to the Consumer Advisory Board as a new member. Ms. Smith said she feels privileged and honored to be a part of the group. She gave a brief overview of her background and her work. Members and participants introduced themselves.

Public Comment

There was no public comment.

Acceptance of Minutes of May 12th meeting and May 28th special meeting

Motion: to accept the minutes of the May 12th Consumer Advisory Board Meeting – Jeffrey Beadle; seconded by Kevin Galvin.

Discussion: There was no discussion.

Vote: All in favor.

Abstain: Ann Smith

Motion: to accept the minutes of the May 28th Consumer Advisory Board Meeting –Kevin Galvin; seconded by Alice Ferguson.

Discussion: There was no discussion.

Vote: All in favor.

Abstains: Jeffrey Beadle; Sharon Langer; Ann Smith

Presentation on SIM Communication Plan

Faina Dookh, a member of SIM Program Management Office (PMO), presented on the SIM Communication Plan ([see presentation here](#)). Ms. Dookh reviewed the SIM Stakeholder Engagement Plan, an aspect of the SIM Communication Plan that discusses the SIM strategy for engaging the consumers, employers, payers, federal government, and health care providers. Ms. Dookh said they are in the prelaunch stage with additional aspects forthcoming. Ms. Smith asked about efforts to ensure that materials are culturally relevant and adaptable to reach diverse populations impacted by the reform initiatives. Ms. Dookh said that documents are sensitized to make sure they are relevant and readable by a larger audience. Ms. Murphy said that the SIM PMO is working to ensure communications include accessible and culturally relevant language. Ms.

Murphy noted that communication effectiveness and consumer engagement are two connected, important issues.

Dr. Checko noted the importance of a close relationship between the CAB coordinator and SIM PMO regarding communication and implementation plans. Dr. Checko mentioned there is a bigger plan and they have a unique roll to make sure that this can be utilized and understood to have real outcomes for the consumers. Mr. Galvin raised important points of communication effectiveness. He said although the communication plan is in its infancy, they already have consumers functioning in the work groups that are grounded in the language. He mentioned the possibility of members being bogged down with information that they can't understand.

Ms. Dookh said she appreciates the points. She noted her challenge is to make it more digestible and as clear as possible to maximize its value. The Cross Stream Update came out because the SIM governance and the Core Team needed a concise summary of the SIM Work Group's work. The News, Issue Brief, and Monthly Round Up are geared towards the general public and the SIM governance.

Ms. Murphy mentioned concerns and suggestions have been raised about the language in the Cross Stream Update/Work Stream Update. Ms. Dookh said the Cross Stream Update was renamed more descriptively as Work Stream Update. She is checking with the CAB members for feedback to see whether it is an acceptable name. The Work Stream Update will be distributed to all SIM governance participants. Members expressed additional concerns about the Work Stream Update and Ms. Dookh said she would report concerns to make sure they are addressed.

Ms. Dookh gave an overview of process and how the Work Stream Update is put together. She said they rely on the language from the Core Team leads regarding recent progress. CAB members discussed the Work Stream Update and gave suggestions. Mr. Karp suggested having guidelines for the writers on how they should be writing. He said they could ask writers to use plain language, not to use acronyms, and keep things brief to help cut back on the editing. Ms. Ferguson noted their responsibility is to the community and doesn't think a whole lot of time should be spent on the document. She said acronyms are attached to the documents and could be helpful if people would do the research. Ms. Dookh noted guidelines can be included in the alerts that are sent out every month.

Mr. Beadle noted the large amount of communications between the Work Groups and state agencies. He suggested plain language and cultural sensitive descriptions be used in the various communications such as the Monthly Round Up and Issue Brief. Mr. Beadle asked how The Exchange was able to accommodate 47 different languages. Mr. Galvin said some of it was software but there was a group within The Exchange that built an outreach program.

CAB Consumer Engagement Planning

Ms. Murphy opened the floor to discussion regarding the objectives and important elements of the Consumer Engagement Plan. Ms. Murphy asked what priorities the CAB should emphasize in the planning process. Members discussed the important elements and gave feedback regarding the Engagement Plan. Ms. Ferguson noted that all of the other states that implemented something similar made mention of the fact that they didn't adequately designate the timeframe to each piece of what had to be done. She noted the importance of a timeline. Additionally, she noted the lack of awareness of SIM. Mr. Beadle noted that the Core Team came up with a few revisions. One is to define a high level scope of work for consumer engagement. Another task is to define a detailed consumer education plan as opposed to defining a detailed scope of work. Dr. Checko said another piece missing is to coordinate overall consumer activities across all work groups.

Dr. Checko said that some measurements of health care service are being handled through a patient satisfaction surveys. She suggested using targeted focus groups to evaluate consumer access and experience. Mr. Galvin suggested that outreach and education be a top priority. The website could be the second priority but would need to be readable, accessible, and easy to navigate. The third priority could be the focus groups. Ms. Langer asked who is going to fund the focus groups. Dr. Checko said the budget is modest but it covers for the coordinator, translation services, speakers to conduct forums, and focus groups. It will be handled through the SIM PMO.

Dr. Schaefer explained the process for the procurement of the coordinator. Members discussed the procurement plan and the timeframe. Dr. Checko noted they are an advisory body and will move on the engagement plans but they have nothing to do with hiring, firing, or deciding who gets this grant. Mr. Beadle mentioned they may need to brain storm and revise the current document. Ms. Murphy suggested putting together a summary of information on the Consumer Engagement Plan, Stakeholder Engagement Plan, and the comments from today's meeting. She said they can send an email out to CAB members to get feedback. Dr. Checko suggested a small group of CAB members confer via conference call about finalizing the document. If members are interested in participating they can contact Ms. Murphy or Dr. Checko. The CAB members agreed.

Update on CAB Questions Regarding Conflict of Interest Policies

Dr. Schaefer gave an update on the Conflict of Interest Policies. He mentioned they are hoping to have a final Conflict of Interest policy coming out after the Steering Committee meets on Thursday. Mr. Galvin asked whether the Conflict of Interest policy was for the Steering Committee or the Consumer Advisory Board. Dr. Schaefer said it will be for all of the SIM governance structure. He said that Jeffrey Beadle will represent CAB at the Healthcare Innovation Steering Committee (HISC). Mr. Beadle suggested CAB members send input regarding the documents. Ms. Murphy thanked Dr. Schaefer for the update.

Update on SIM Work Groups

Dr. Checko noted the SIM Workgroup Update was sent out via email ([see update here](#)). Ms. Murphy noted the next Quality Council meeting is June 17th. Dr. Checko noted the Practice Transformation Taskforce is expanding their work to include the community and clinical integration piece. Dr. Checko mentioned there are efforts to bring the Health Information Technology Council and the Quality Council together to work on responsibilities around measures. She said Dr. Bremby will be making a presentation at HISC meeting on Thursday.

Mr. Krzys said they are still working on the formation of the Workforce Design Group. He said it can include their members or they can look outside of the group and solicit people. He said Stephen Karp is the co-chair. If anyone wants to participate on the group they can contact him or Mr. Karp. He mentioned they already discussed the charge. They are looking make sure there aren't any gaps in workforce in order to help carry out the mission of SIM. Dr. Checko said they also talked about reaching out to Alta Lash, Grace Damio, Bruce Gould and others to see if they want to participate.

Next Steps and Meeting Planning (Meeting with the public)

Dr. Checko said they may need to address a resignation from the Equity and Access Council during the next meeting. She is asking for members to think about the 1 2 3 method that was used at the last meeting or another method for filling the opening.

Motion: in terms of replacing an individual for a committee at this time, the CAB will revert to the next person on the list that would've been recommended- Fernando Morales; seconded by Alice Ferguson

Discussion: Members discussed putting some parameters on the motion to include a timeframe. Ms. Smith said she is not clear on the motion and asked for a clear restatement of the motion.

Motion: if they need to replace a consumer representative on a committee, the CAB will review the second and third candidates from recent scoring and determine whether they would nominate someone from the list for this position. – Sharon Langer; seconded by Kevin Galvin.

Discussion: Mr. Beadle suggested only having the process built up to a certain period of time. Ms. Murphy said they should handle everything on a case by case. She said they just had an intense scoring process and suggest they use the recent scoring for this position. They can review things as they go along.

Vote: All in favor

Dr. Checko said they need to decide where the next meeting will be and do they want to have a topic based meeting or an open listening session. Mr. Galvin suggested having it the Litchfield area. He said they rarely go to the northeast and northwest areas. He mentioned it would probably get more of an audience with a specific subject or topic. Dr. Checko said they haven't talked about rural health. She said Willimantic is sort of central. Mr. Beadle volunteered to find a place that they can host or sponsor. Members discussed the various topics such as dental care, underserved, healthcare workers, physicians, and behavioral health. Dr. Checko said they could have a short meeting and allow time for them to speak on the specific topic. The next regular meeting is July 14th.

Ms. Smith asked that they try to develop a core presentation to take out on the road and customize to reach the target population and garner input. She suggested using a model. Ms. Smith volunteered to send the link to the website for everyone to look at as a model. CAB members discussed using the core presentation as an opening summary document and agreed it would be helpful to the group. Mr. Beadle suggested a parallel presentation in Spanish. Dr. Checko noted there is money in the budget for a translator. Ms. Murphy said if there is a transportation problem to travel to Willimantic to please email her or Dr. Checko.

Dr. Checko asked whether they could hold the meeting at 1:00 p.m. or 5:00 p.m. Mr. Beadle mentioned he needs to check out availability with Generations and get back to everyone. He asked if there is a budget to provide lunch or a snack. Dr. Schaefer said he needs to review the state funding and provisions. Mr. Galvin volunteered to fund for lunch if the audience is for fewer than 300 people. CAB members agreed. Dr. Checko said they have a place, date, action plan, a model tool, and the time will need to be decided. The sub-group will help put together what was discussed for the CAB engagement planning and the introductory slide presentation planning for the next consumer meeting. The sub-group includes Jeffrey Beadle, Pat Checko, Kevin Galvin, Fernando Morales, and Arlene Murphy. Sharon Langer volunteered to review materials.

The meeting adjourned at 3:06 p.m.